

CLAIMS

What is claimed is:

1. In a non-wireline telecommunications system that connects non-wireline telecommunications customers, each having a telephone unit, to land-based customers served by a telephone network, wherein incoming and outgoing calls are 5 routed through a non-wireline telecommunications switching office connected to a group of cell sites that communicate with the telephone units, the improvement comprising a voice recognition system located at the non-wireline telecommunications switching office, the voice recognition 10 system comprising:

a voice recognizer for recognizing characters and commands spoken by a mobile unit customer;

announcing means; and

processor means, operative under the control of a program 15 stored therein and responsive to receipt by the voice recognizer of a first spoken command from said telephone unit customer, for controlling the announcing means to request the telephone unit customer to enter identifying information for directing a telephone call;

20 the processor means further operative under the control of said program and responsive to receipt by the voice recognizer of a second spoken command from the telephone unit customer, for transferring the identifying information received by the voice recognizer to the non-wireline

25 telecommunications switching office and for controlling the announcing means to state how the telephone call has been directed.

2. In the non-wireline telecommunications system as described in Claim 1 wherein the voice recognizer includes means for verifying the telephone unit customer's identity.

3. In the non-wireline telecommunications system as described in Claim 1 wherein the identifying information comprises one or more digits of a destination number to be dialed.

4. In the non-wireline telecommunications system as described in Claim 1 wherein the identifying information comprises a keyword associated with a destination number to be dialed.

5. In the non-wireline telecommunications system as described in Claim 1 wherein the identifying information comprises a code associated with a destination number to be dialed.

6. In the non-wireline telecommunications system as described in Claim 1 wherein the processor means is further operative under the control of the program and responsive to receipt by the voice recognizer of a third spoken command from

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5 the telephone unit customer, for controlling the announcing means to announce the identifying information received by the voice recognizer to enable the telephone unit customer to verify the information prior to issuing the second spoken command.

7. In the non-wireline telecommunications system as described in Claim 6 wherein the first spoken command is Dial, the second spoken command is Send and the third spoken command is Verify.

8. A non-wireline telecommunications switching office connected between a telephone network and a group of cell sites that communicate with non-wireline telephone units, comprising:

5 a non-wireline telephone switching exchange for routing incoming and outgoing calls between the telephone units and land-based customers served by the telephone network;

a voice recognizer for recognizing characters and commands spoken by a mobile unit customer;

10 announcing means; and

processor means, operative under the control of a program stored therein and responsive to receipt by the voice recognizer of a first spoken command from the telephone unit customer, for controlling the announcing means to request the

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15 telephone unit customer to enter identifying information for
directing a telephone call;

the processor means further operative under the control of said program and responsive to receipt by the voice recognizer of a second spoken command from the telephone unit customer, for transferring the identifying information received by the voice recognizer to the non-wireline telecommunications switching office and for controlling the announcing means to state how the telephone call has been directed.

9. A voice recognition system for use in a non-wireline telecommunications switching office connected between a telephone network and a group of cell sites that communicate with non-wireline units, the non-wireline telecommunications switching office including a non-wireline telephone switching exchange for routing incoming and outgoing calls between the non-wireline units and land-based customers served by the telephone network, comprising:

a voice recognizer for recognizing characters and
10 commands spoken by a mobile unit customer;
announcing means; and
processor means, operative under the control of a program
stored therein and responsive to receipt by the voice
recognizer of a first spoken command from the non-wireline
15 unit customer, for controlling the announcing means to request

the non-wireline unit customer to enter identifying information for directing a telephone call;

the processor means further operative under the control of said program and responsive to receipt by the voice recognizer of a second spoken command from the non-wireline unit customer, for controlling the announcing means to prompt the non-wireline unit customer to answer a question uniquely associated with an authorized user of the non-wireline unit; and

wherein the processor means is further operative under the control of said program and responsive to receipt of a correct answer to the question for transferring the identifying information received by the voice recognizer to the non-wireline telecommunications switching office for subsequent action.

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